

Recover an item that's no longer in your Deleted Items folder

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If you can't find an item in the Deleted Items folder, the next place to look is the Recoverable Items folder. This is a hidden folder, and it's the place where items are moved when you do one of the following things:

- Delete an item from the Deleted Items folder.
- Empty the Deleted Items folder.
- Permanently delete an item by selecting it and pressing **Shift+Delete**.

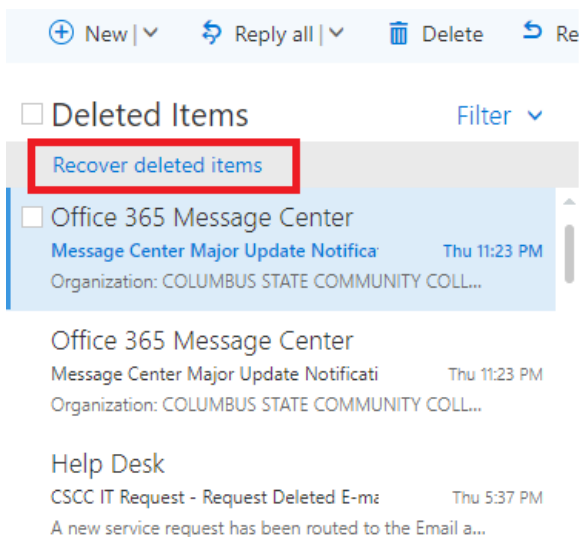
Here's how to recover items from the Recoverable Items folder:

1. Sign in to your employee web mail account. Go to <http://cscce.edu>, click on **Faculty & Staff** then click **Email**. Sign in to your student web mail account. Go to <http://cscce.edu>, click on **Email** in the top right corner, then click **Email Office 365**.

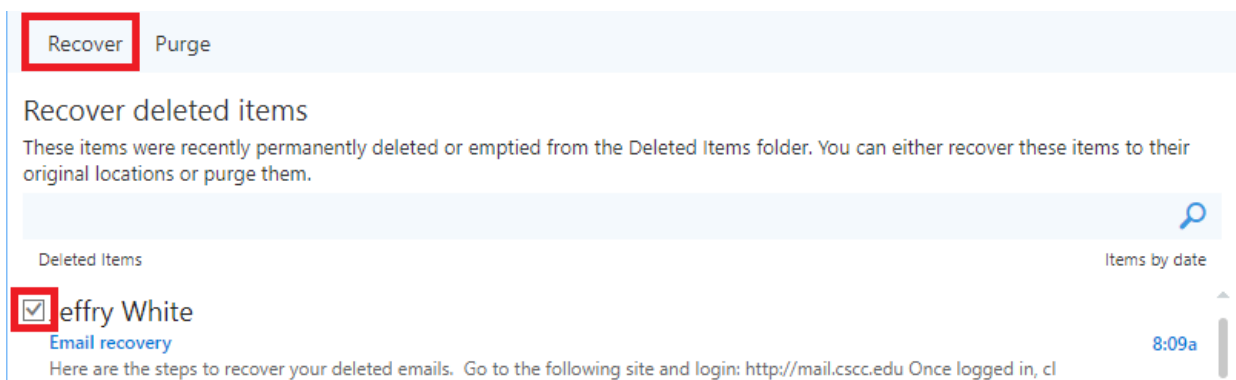
Alternatively employees can just go to <http://mail.cscce.edu>

Alternatively students can go to <http://student.cscce.edu>

2. In your email folder list, click **Deleted Items**, and then click **Recover deleted items**. You may need to allow this site in your pop-up blocker.



3. If necessary, use the search box to find the item you want to recover.
4. When you find the item, select it by clicking the check box, and then click the **Recover** button in the top left corner.



Posted by: [Mike Bradley](#) - Dec 8, 2017 at 9:36 AM. This article has been viewed 921 times.

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